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TECHNOLOGY & INNOVATION COMPANY NEWS CLINICAL

Headway expands its free, insurance-native EHR

Today, Headway is announcing the expansion of our Electronic Health Record (EHR) system: a now AI-assisted platform built specifically to empower mental health providers who accept insurance.

Headway
Sep 9, 2025

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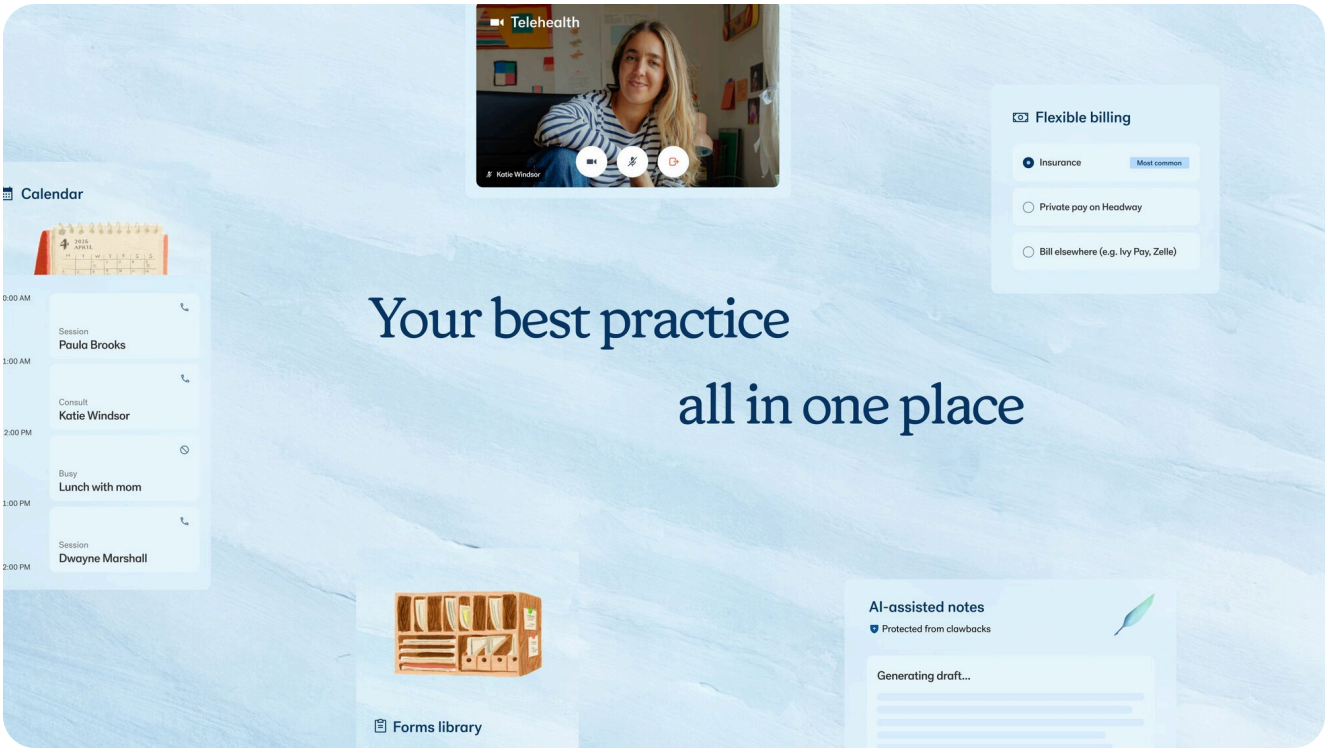
We built our EHR to simplify the work providers do and give them a greater sense of ownership over how they run their practice. With our platform, providers can offload hours of administrative work so they can focus more on what matters most: delivering care.

And unlike traditional EHRs that charge monthly fees or lock features behind upgrades, the Headway EHR is completely free. Providers can use it as much or as little of it as they want — we'll never force them into a one-size-fits-all model.



Why we built it: Closing a system-wide care gap

When healthcare went digital in the 2010s, mental health providers were left behind. They were handed clunky tools built for physical health care providers — not for therapists. Over time, insurers held providers to the same standards without giving them the technology to meet them, leading to frustration, burnout, and, too often, opting out of insurance altogether.

Providers told us clearly: "I love how Headway handles insurance, but I'm still juggling multiple tools for documentation, scheduling, and client communication. I want it all in one place." This EHR is our direct response. By going beyond billing, we're furthering our mission to make it easier for providers to take insurance and for patients to get care.

“As a practicing psychiatrist, I know how hard it is for mental health clinicians to deliver high-quality care while buried in administrative work. We evolved our EHR to change that,” said Dr. Neha Chaudhary, Chief Medical Officer at Headway. “By equipping clinicians with intuitive tools they’ve been missing, from AI-assisted notes to integrated telehealth functionality, we’re easing their administrative load and giving them back time to focus on what matters most: their patients.”

What's new in Headway's EHR

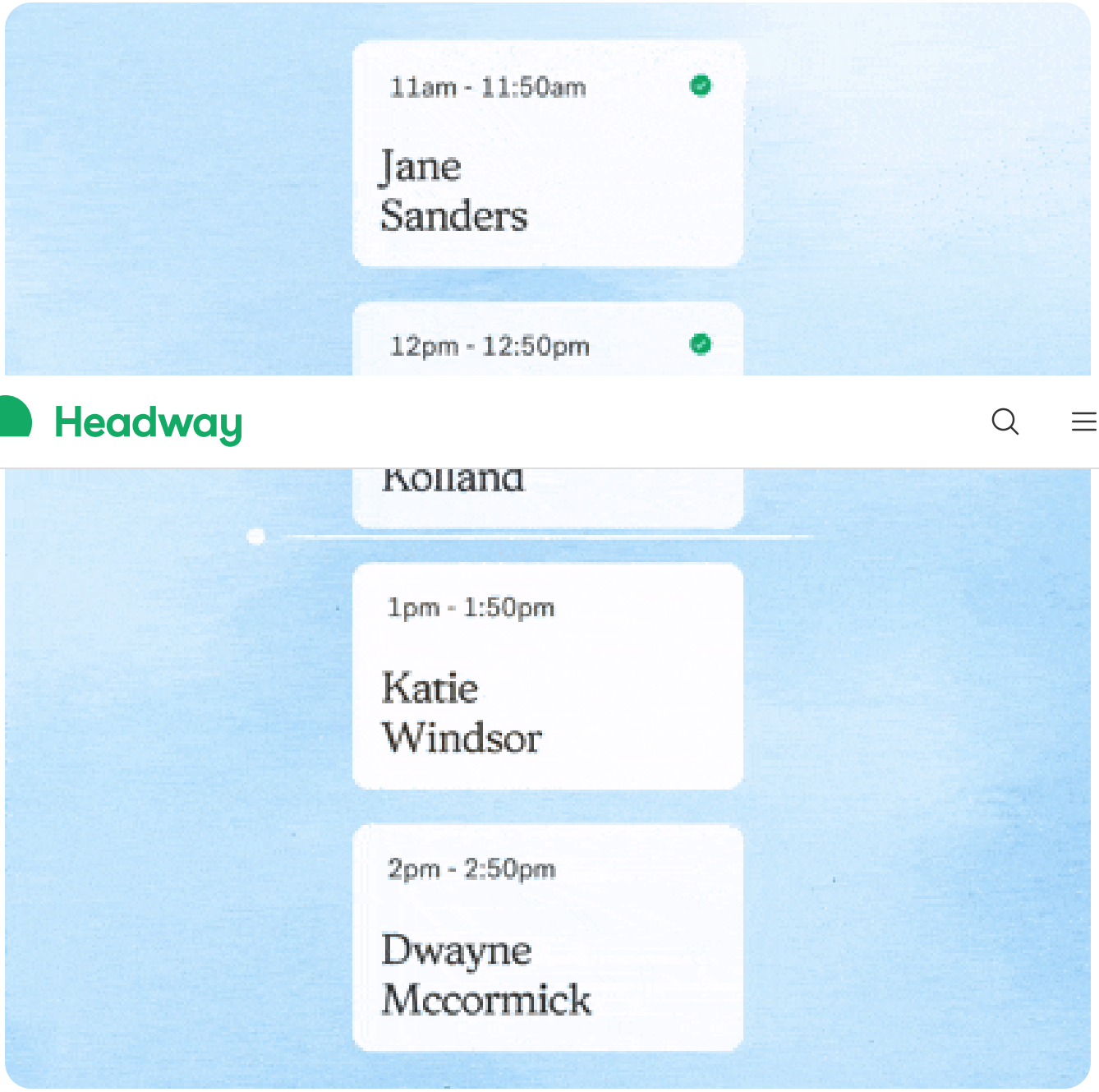
Our EHR was designed from the ground up for mental health practices that take insurance. This expansion brings core capabilities together into a fully connected, insurance-native system — adding new features and enhancements designed to streamline daily workflows and save providers more time.

New key features include:

AI-assisted progress notes

Complete notes 3x faster with AI expediting the entire process. Start by dropping in a session summary, then our tool will automate the rest — generating fully compliant, clawback-protected, and insurance-ready progress notes for a final review before submitting.

Session Summary



Integrated telehealth & scheduling

Providers can now host HIPAA-compliant video sessions directly from their calendar — no downloads, no extra fees. With built-in scheduling, color-coding, reminders, and sync, the calendar makes it simple to manage a day of care from one place, so providers can focus on patients, not tech.

What providers are saying

“Without Headway, I would not have been able to succeed in my private practice,” says Patrick Faircloth, LPC in Texas. “Now they’re making it even easier. The autonomy and confidence that Headway’s EHR has given me is invaluable — plus it’s completely free.”

"I used to dread taking notes at the end of the day, especially after eight hours of seeing clients,” says Katherine Snedaker, LCSW in California. “Now, I feel like I have the AI as a team player to get this done. I can't believe I'm saying this but it actually makes my notes fun."

“I started using Headway’s AI and will never go back. I thought it would be frightening to find the time to learn something new, but it has made my notes so much easier in just one session,” says Carol Triola, LPC in Texas.

The bigger picture

When mental health providers have better tools, everyone benefits.

- For patients, it means more access to the right provider, covered by insurance, exactly when they need it.
- For providers, it means less unpaid time spent on admin and more time with clients.
- For the industry, it means higher-quality documentation, fewer bottlenecks, and more reliable reimbursement.

More than a platform, this represents the next step towards a mental health care system that truly works for everyone.

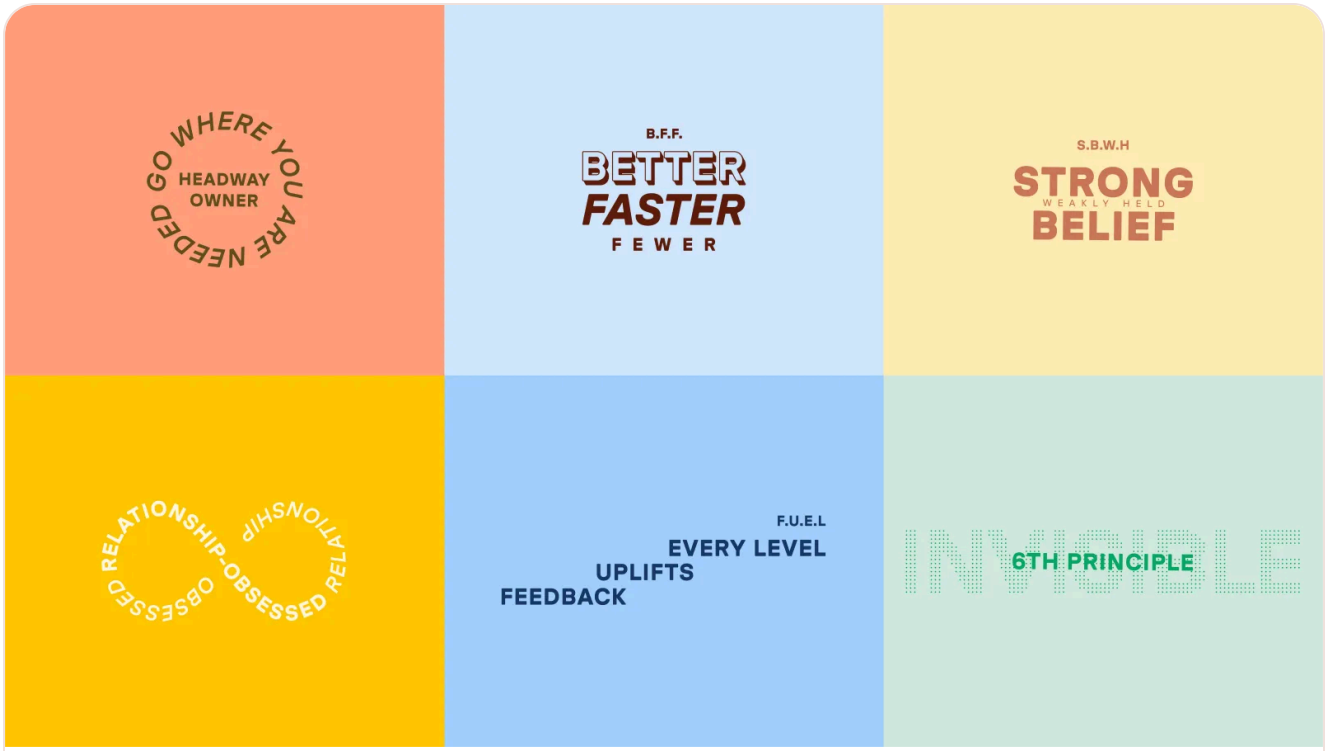
Providers can try it today

If you’re already on Headway, our new EHR is ready for you. Explore the latest features, test them out, and let us know what you think. Because every hour you save on paperwork is an hour gained for client care.

Not yet practicing with Headway? Learn more about partnering with us here.

Headway

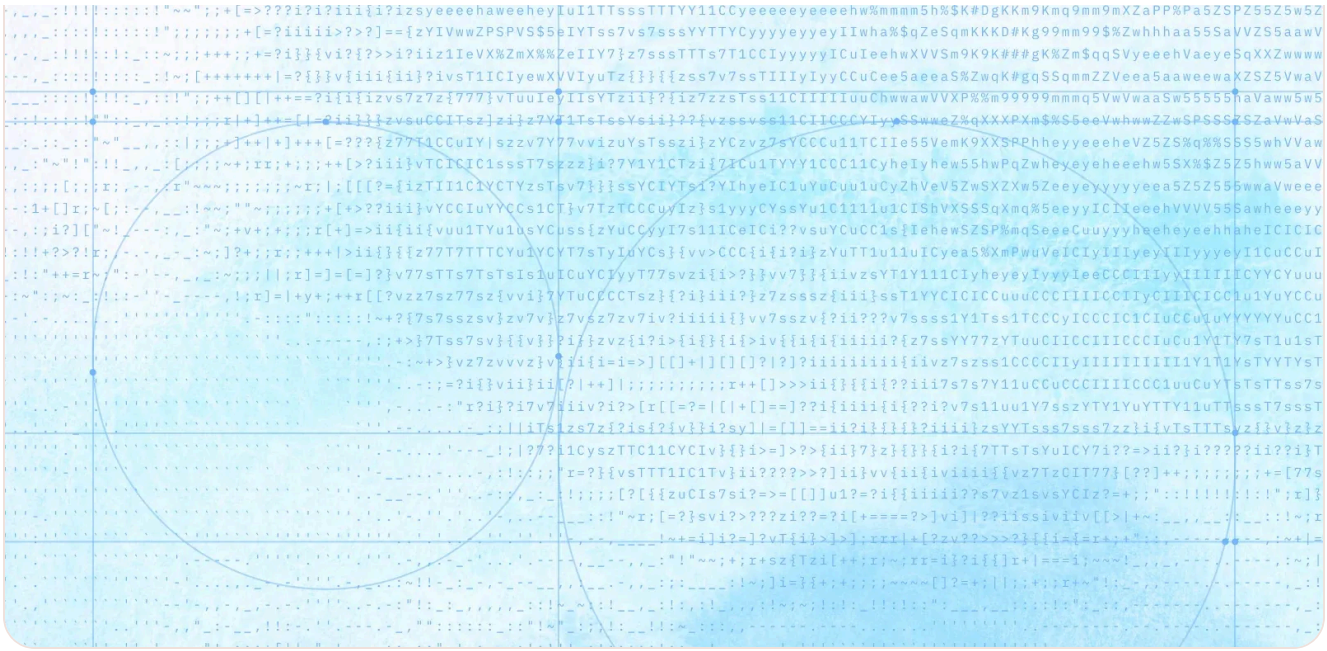
More from the blog



Our refounding cultural principles: what are they, and why did we create them?

COMPANY NEWS

Andrew Adams · Apr 22, 2025



Nearly 1 in 5 people seeking mental health care report thoughts of suicide

CLINICAL COMPANY NEWS

Dr. Nicole Benson · Aug 20, 2026

BUILD WITH US

Like how we think? Come build the future of mental health care.

We're hiring across engineering, clinical, and operations to make it easier for everyone to find care.

View open roles →

Headway

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- Therapists
- Psychiatrists
- By specialty
- Online therapy
- Therapy resources

Providers

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- Provider resources

Company

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Support

- Help center
- Contact us
- For health plans
- Sitemap
- FAQs

If you're experiencing emotional distress, the resources below provide free and confidential support 24/7. **If this is an emergency, call 911**.

Suicide Prevention Lifeline
Call or text 988

Crisis Text Line
Text HOME to 741741

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Washington State Consumer Health Data Privacy Policy

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